

From: De LA Cruz, James (ACF)
Sent: 5 Jun 2018 02:09:53 +0000
To: [REDACTED] (ACF)
Subject: FW: Collect Calls from Parents in Detention Centers
Importance: High

Do we know how programs accepting collect calls from parents are setting up the calls? See below and check around.

Thx.

James S. De La Cruz
DHHS/ACF/ORR/DCS
Senior Federal Field Specialist Supervisor
Office of Refugee Resettlement
Division of Children's Services
Mary E. Switzer Building, 5th Floor (Room: [REDACTED])
330 C Street SW
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<http://www.acf.hhs.gov/programs/orr/programs/ucs>

From: [REDACTED] (ACF)
Sent: Monday, June 04, 2018 1:56 PM
To: [REDACTED] De LA Cruz, James (ACF)
<James.DeLACruz@acf.hhs.gov>
Subject: FW: Collect Calls from Parents in Detention Centers
Importance: High

Hi [REDACTED] and Jim,

Today one of my care provider's elevated this question to me:

Do you know how other providers are handling the collect calls? I assumed we could talk and then have the call bill to us, but it seems like we have to put in a credit card in order to put money in someone's account. The problem with this is that we don't have a way of getting an invoice/receipt, and we can't ensure that the person will use this for the call with their child here/the agency. Another problem is that if we are pre-paying, the call may not last as long as we imagine, or may last longer than we imagine.

Is this your understanding of how the process is supposed to work?

Thank you,

[REDACTED]
Project Officer
Division of Unaccompanied Children Operations (DUCO)
Office of Refugee Resettlement

Administration for Children and Families
U.S. Department of Health and Human Services
330 C Street SW
Washington, D.C. 20201
202-754-2087

From: [REDACTED] (ACF)
Sent: Thursday, May 31, 2018 9:28 AM
To: [REDACTED]

Cc: De LA Cruz, James (ACF) <James.DeACruz@acf.hhs.gov>; [REDACTED]

Subject: Collect Calls from Parents in Detention Centers
Importance: High

Good morning! With the increase of family separations, the grantees are experiencing higher levels of parents in US Marshall custody only able to communicate with UACs in care through collect calls.

Effective today, Thursday May 31, 2018, ORR is approving Grantees to accept the calls from the parents to ensure communication with the children and Case Managers for release planning.

Please let your programs know of this approval.

If your programs have concerns with budgets or any other issues, please let myself or Jim know as soon as possible.

Thank you!

[REDACTED]
Project Officer Supervisor
Office of Refugee Resettlement Division of Unaccompanied Children Operations

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Please note I telework every Monday and Wednesday and may be reached at 202-[REDACTED]